



City and County of San Francisco

# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** November 10, 2022  
**RE:** **October 2022 Staff SOC Report**

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### October Client Complaints and Investigations

There was one finalized complaint submitted through the SMC in October 2022.

*Note: Frequently the SMC staff receive tentative complaints that the complainant never follows up on. That is, they do not provide minimally necessary details, or they do not approve our draft of a complaint that they have not themselves completed in writing. These are not included in this report. Narratives provide an overview of the types of complaints forwarded to each site. Not all sites have had a chance to respond to the complaints. Complaints may have already been investigated to the satisfaction of the site or its contracting agency; however, the Committee must allow for each complainant to review the responses and the complainant determines whether s/he is satisfied. If the complainant is not satisfied, the Committee will investigate the allegations listed in the complaint.*

### ECS Sanctuary

**Client #1,**

**Complaints submitted: 10/07/2022**

**Response received: 10/20/2022**

#### **Complaint #1:**

##### **Client-complainant alleges SOC Violations:**

- **Standard 1:** Treat all clients equally, with respect and dignity...
- **Standard 31:** Training...cultural humility...
- The client complained that the response of the shelter to bad behavior of other guests has been inadequate. For example, she was coughed on intentionally and had a piece of crumpled up paper thrown in her face. When she complained, she was herself written up. The client believes this was retaliation.
- The response stated that shelter staff respond promptly and avoid confrontations. In this case, the client was written up for herself buying and harassing others. She has been repeatedly warned but still goes on and on for hours antagonizing other clients.

*Not Satisfied – The complainant was not satisfied with the site’s response and has requested an investigation into the complaint. The investigation is currently pending.*

#### **Complaint #2:**

- **Standard 1:** Treat all clients equally, with respect and dignity...
- **Standard 30:** Comply...with injury and illness Prevention Program...

- **Standard 31:** Training in ...communicable disease prevention...and sensitivity towards women and trauma victims.
- Complainant asserts that staff members behaved unprofessionally and disrespectfully, largely ignoring the Complainant's concerns that a neighbor was making noise on the phone after quiet time and walking around with no mask. Complainant asserts that the failure of residents to adhere to masking guideline is broadly unaddressed. Several internal complaint forms the Client submitted have not been responded to.
- The supervisor enforces rules about earphones after quiet time. Internal complaint forms are not ignored. All staff are trained annually. Masks are required.

*Not Satisfied – The complainant was not satisfied with the site's response and has requested an investigation into the complaint. The investigation is currently pending.*

### **Complaint #3:**

- **Standard 2:** Provide shelter services in an environment that is safe...
- **Standard 31:** Training ...
- Complainant told staff about other guests who were threatening each other with bladed weapons. They did not seem to take the concern seriously. The client was not in direct fear for her own safety, but the failure of staff to maintain a safe environment worries her greatly.
- Sanctuary has zero tolerance for profanity, threats and weapons. Residents are screened. All staff are trained annually.

*Not Satisfied – The complainant was not satisfied with the site's response and has requested an investigation into the complaint. The investigation is currently pending.*

### **Complaint #4**

- **Standard 1:** Treat all clients equally, with respect and dignity...
- Some of the guests near the complainant were rudely glaring and pointing or gesturing towards the Complainant, whispering among themselves. Complainant asked them what they were looking at and a verbal exchange erupted. The client was written up, even though she desisted immediately when staff asked the group to do so.
- Sanctuary has zero tolerance for profanity, and threats. The complainant is not above the rules.

*Not Satisfied – The complainant was not satisfied with the site's response and has requested an investigation into the complaint. The investigation is currently pending.*

### **Complaint #5**

- **Standard 1:** Treat all clients equally, with respect and dignity...
- Complainant perceives being treated differently than others who are white. For example, the Complainant's neighbor with a dog that causes anxiety to other clients seems to not have been warned or written up when she violates shelter rules. The Complainant, who is black, sees the consistently negative attitude and behavior towards her, of one staffer at least, as discrimination or racism.
- All staff are trained in cultural competency and diversity in a shelter setting. Sanctuary does not tolerate discrimination by its staff. All guests are treated with respect and dignity.

*Not Satisfied – The complainant was not satisfied with the site's response and has requested an investigation into the complaint. The investigation is currently pending.*



<b>MSC South Shelter</b>	168 beds	1	0	1	0												2
<b>Next Door</b>	248 beds	2	0	0	0												2
<b>Providence Family</b>	50 beds	0	0	0	0												0
<b>Sanctuary (ECS)</b>	124 beds	2	0	0	1												3
<b>St. Joseph's Family</b>	9 families	0	0	0	0												0
<b>Total</b>	<b>Single adult: 574 beds/mats</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>												<b>8</b>
<b>Family: 128 families and 80 beds/mats</b>																	

**October 2022 Site Visit Infractions**

The Committee completed 3 unannounced site visits in October 2022. Hamilton, Lark Inn, and Compass had no infractions. There were infractions noted. There were no issues that rose to the level of an infraction.

***FY2022-2023 Unannounced Site Visit Tally***

Site	7/22	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	Total
<b>Buena Vista Horace Mann</b>	0	0	1	0									1
<b>Compass Family</b>	0	0	0	1									1
<b>Hamilton Family</b>	1	0	0	1									2
<b>Harbor House Family</b>	0	0	1	0									1
<b>Lark Inn</b>	1	0	0	1									2
<b>MSC South Shelter</b>	0	0	1	0									1
<b>Next Door</b>	0	0	1	0									1
<b>A Woman's Place*</b>	0	0	0	0									0
<b>Providence Family</b>	0	0	1	0									1
<b>MNRC*</b>	0	0	1	0									1
<b>Dolores*</b>	0	0	1	0									1
<b>Sanctuary</b>	0	0	1	0									1
<b>St. Joseph's Family</b>	1	0	1	0									2
<b>*New Site</b>													
<b>Total</b>	<b>3</b>	<b>0</b>	<b>9</b>	<b>3</b>	<b>0</b>	<b>15</b>							

The SMC is required to complete four unannounced visits to each site on an annual basis.

***FY2022-2023 Announced Site Visit Tally***

Site	7/22	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	Total
711 Post St. <sup>2</sup>					1								1
Buena Vista Horace Mann													0
Compass Family													0
Hamilton Family													0
Harbor House Family													0
Lark Inn													0
MSC South													0
Next Door													0
A Woman's Place <sup>1</sup>			1										1
Providence Family													0
MNRC*													
Dolores*													
Sanctuary													0
St. Joseph's Family													0
<sup>1</sup> New Sept <sup>2</sup> New Oct													
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>								<b>2</b>

The Committee is required to make two announced site visits to each site each year to survey clients.

**Staff Update and Committee Membership**

**Membership**

There are currently two unfilled seats on the Shelter Monitoring Committee:

**Board of Supervisors:**

Seat 1 – Must be homeless or formerly homeless who is living or has lived with their child under age 18.

**LHCB:**

Seat 7 – Must be nominated by a service provider.

If you are interested in applying for a seat on the Committee, please contact Angie David at 415-255-3642 or email [angella.david@sfdph.org](mailto:angella.david@sfdph.org) for more information.

**FY2022-2023 Upcoming Meeting Calendar**

- January 18, 2023
- February 16, 2023
- March 15, 2023
- April 19, 2023
- May 17, 2023
- June 21, 2023